



supportingpeople

Spotlight

Issue 4

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Foreword

Welcome to the 4th edition of the Spotlight newsletter. We have now reached the end of the 7th operating year of the Supporting People (SP) programme in Northern Ireland. Since 2003 funding for the programme has grown from £45 million to almost £64 million and the number of vulnerable people supported by SP services has also grown from 12,000 to approximately 23,000 per annum.

The SP budget has remained at the 2009/2010 levels moving into 2010/2011 and considering the current economic climate this represents a positive outcome for the programme.

In this issue you will find information on the achievements of last year's programme and details of the planned activities for the coming financial year.

Colm McQuillan
Assistant Director
Strategic Partnerships

Business Update

The 2009/10 financial year has been an extremely challenging yet rewarding year for those involved in the delivery of the SP programme.

Two new supported housing schemes were commissioned and opened during the year. A further four went on site, representing a much reduced supported housing development programme given budgetary pressures.

The SP commissioning structures and processes were reviewed and realigned to reflect changes to the Health & Social care sector. The Department for Social Development (DSD) and the Regulation and Quality Improvement Authority (RQIA) are now members of the SP Commissioning Body.

An inter-departmental working group (DSD, NIHE and DHSSPS) has been established to undertake an exercise to synchronise supported housing funding bids for the next CSR period, 2011/12 to 2013/14.

A key element of the SP Modernising Services programme, the new ICT system, SPOCC, has been successfully introduced. The new contract management framework has been progressively introduced across each of the five SP Area Teams.

Partnership working has been and remains central to the success of the SP programme in Northern Ireland. Over 100 provider organisations and 400 staff participated in the 5 Area Stakeholder events which launched the new contract management arrangements. In addition, the provider organisations taking part in the new ways of working pilots have played a significant role in informing the NIHE's administration of the programme.

The budgetary pressures for 2010/11 mean that we are again unable to offer providers an inflationary increase for existing services. We recognise the burden this places on providers in delivering quality services.

Going forward in 2010/11, partnership structures will therefore be vital in adding value to the ongoing investment in housing support services.

Brian O'Kane
Senior Principal Officer, Strategic Partnerships
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SP Modernising Services Project Update

The 1st phase of the SP Modernising Services project has been successfully completed with the implementation of SPOCC, the new ICT system for project administration and the roll out of new contract management arrangements across Northern Ireland.

The 2nd phase of the project will involve the implementation of the SPOCC.net application for providers and the introduction of the new SP Public Services Directory.

SPOCC (Supporting People by Oxford Computer Consultants) is a purpose built ICT system for the administration of the SP programme and is used by over 40 local authorities in England.

This edition of spotlight includes information on:

- SPOCC and SPOCC.net
- Public Service Directory
- Quality Assessment Framework 2
- Contract Management
- Providers Satisfaction Survey.

SPOCC "goes live"

On 14/12/2009 SP "flicked the switch" to have SPOCC generate the payments for SP providers.

Providers should not experience any significant differences in how payments are made under SP funding agreements, other than minor changes associated with the format of subsidy schedules for longer term services.

SPOCC will improve the way the SP team operates, in particular how the team monitors services and processes changes that affect payments to providers.

SPOCC records, holds and reports information in a way that allows the SP team to spend less time collecting information or producing reports and more time on improving the services for providers. The introduction of SPOCC will allow SP to focus strongly on delivering quality support and outcomes for vulnerable people.



SPOCC.net and Providers

SP is now planning for the implementation of the SPOCC.net application which is a web based interface for the electronic exchange of information between providers and the SPOCC system.

What does **SPOCC.net** do and what are the benefits?

- It provides a secure online link for data access and exchange between SP providers and the team
- It offers benefits for both SP and providers in terms of reducing workload and improving business efficiency by minimising the number of paper based transactions
- It can be more accurate and quicker at updating information
- Providers will have access online to key information held by SP.

It provides the facility to update information and perform key actions such as:

- Generate reports (e.g. subsidy payment schedules)
 - save and print subsidy schedules
 - import data into spreadsheets or other packages for further analysis
- Manage services:
 - submit changes to service details and property information
 - make additions and changes to service, client and schedule information
- Manage contacts:
 - Providers can add/update and submit changes to contacts in their organisation
- Performance management:
 - submit monitoring information to SP via workbooks which are pre-populated with the relevant core data
 - complete and submit QAFs
- Manage actions and requests from SP, which can be managed either by individual users or for the whole organisation.

What is the timescale for SPOCC.net?

The phased roll out of the SPOCC.net application commenced in May 2010 and is due to be completed in October 2010.

A number of providers are already using the application on a pathfinder basis, to test and evaluate the set up,

access and performance of SPOCC.net. This will help inform the general rollout.



SPOCC.net Pathfinder Training with FHOSS

Every provider will receive training from SP before using SPOCC.net and will be contacted individually to set up the application and agree the training programme for relevant staff in their organisation.

More information about SPOCC.net on the NIHE website

A dedicated SPOCC.net area has been added to the website <http://www.nihe.gov.uk/spocc.net> Here you will find additional information on the SPOCC.net system such as:

- Planned training
- Guidance produced for the application
- Regular updates from the pathfinders

PSOCC- a dedicated application for providers

Providers may also be interested to know that Oxford Computer Consultants have a dedicated application for providers called PSOCC, which is compatible with the SPOCC system.

This web based application for the care and support environment is designed specifically to:

- Co-ordinate the management of client caseloads
- Streamline client-support planning
- Detail evidence of support delivery
- Improve outcomes measurement

- Provide comprehensive management information
- Simplify submissions and reduce administration
- Improve the exchange of information with the SP team.

SP is currently exploring the potential for one or more providers to implement PSOCC on a pilot basis. It is entirely the decision of individual providers as to which, if any, software options they wish to explore. This should be in the context of both the provider's business requirements and the management of their client caseload. SP cannot endorse any specific product.

Public Services Directory

In the 2nd phase of the Modernising Services project, SP is developing a public services directory. This directory will be available from the NIHE website and will be accessible by the general public. Visitors to the website will be able to search for services using a variety of search methods including organisation, client group and accommodation type.

The services directory will be populated with information from the SPOCC system, including the client group for which each service is provided, the eligibility criteria, its location, the range of support services provided, any exclusions, contact details and referral routes.

The Public Services Directory will be launched summer 2010. In advance of this, providers will be contacted to establish:

- That the information held in SPOCC and therefore to be published in the directory is accurate and current
- Any services for which contact details should remain confidential or those which should not appear on the directory at all.

Quality Assessment Framework 2

In Issue 3 of Spotlight (October 2009), we provided an overview of the main changes under the new Quality Assessment Framework (hereafter called QAF2).

SP is drafting detailed briefing notes on the main changes to the quality standards and also guidance to

assist providers in completing their self assessments against the QAF2. This will be published on the website before August 2010.

We have established a **QAF2 Reading Group** comprising 9 provider organisations. These organisations will:

- Receive training on the new standards
- Complete the QAF2 self assessment
- Be validated by SP in advance of the broader sector, in order to inform the guidance and training requirements.

General awareness training for all providers will commence in the autumn. The draft version of QAF2 and associated guidance is available from the SP section of the NIHE's website.

Contract Management Implementation

The new contract management arrangements have been implemented across all 5 NIHE areas and for all services.

Over 80 contract meetings have been held in the year to date and approximately 20 validations of services were completed by the end of the financial year (2009-10).

Contract Management – evaluation of the new arrangements

SP is undertaking an evaluation of its contract management arrangements and framework to reflect the lessons learned from the first year of operation. Some improvements being considered include:

- An extension of the time allocated to submit annual returns - from 20 working days to 30 working days
- Development of specific contract management 'light' arrangements for small providers (organisations receiving funding of less than £50,000 per annum from SP)
- The regularity of service updates being commensurate with the risk associated with groups of services (following a similar approach to that applied to contract management meetings and validation visits)

- The appropriate approach for low cost, low risk services, in particular sheltered services for older people.

The contract management briefing paper will be refreshed to reflect any improvements implemented following this evaluation. This will be available on the website shortly.

Arrangements for 2010/2011

SP and providers will be preparing for the implementation of QAF2 during 2010. Therefore, the contract management annual returns for 2010/11 will not include a submission against either the current QAF or new QAF2. Instead, any discussions at contract meetings regarding quality standards or validations of providers' self assessments will be based on the QAF returns already submitted in 2009/10.

The contract management arrangements for 2010/2011 were initiated in April 2010.

For the West, Belfast and North East areas, providers have been asked to submit a new strategic relevance assessment form and an updated service improvement plan.

For the South East and South areas, no annual returns are required given that contract management was only initiated in these areas in the last quarter of 2009/10.

All providers will receive written confirmation of the planned contract management regime for their groups of services for 2010/11.

Provider Satisfaction Survey

SP is committed to consulting with providers on an annual basis and a number of business changes were introduced following the 2008 survey.

The most recent SP Satisfaction Survey is currently available on the NIHE website. This survey seeks providers' views on all areas of SP activity, particularly where changes have been made. We are also asking providers to rate the way we have communicated with them over the past year and to tell us how they would like us to do so in the future.

A number of providers have already responded but we still welcome more feedback. Feedback is helpful in informing the business improvement element of the project and also for ensuring continuous improvement of our overall communications. The questionnaire can still be accessed at:

http://www.nihe.gov.uk/whats_new.htm

The results of the survey will be published later this year on the website, with a summary in the next issue of Spotlight.

Caroline Connor
Modernising Services
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The Future of Performance Indicator Returns

Some changes are being made to the way that performance indicator (PI) returns are made and managed. Thanks to the efforts of providers, in supplying returns, this information has helped inform the strategic development of the SP programme, the service review process and most recently the new contract management framework.

The changes being implemented will improve how the information is reported and managed and make the whole process smoother. It will also help the SP team to use the information more effectively. The implementation of our new computer system 'SPOCC' and the extension of the system to providers will ensure that the data flow from service providers to SP is efficient and accurate.

Introducing the PI Workbook

The performance indicator workbook is an excel spreadsheet which providers will complete quarterly with the performance information for each SP funded service. This replaces the current contract performance return (CPR) form submitted by providers.

These workbooks will be pre-populated with the contract information held on the SPOCC system, so that providers will only enter the relevant performance data for each quarter. This will ensure consistency of data and ease of collating information both for providers and SP.

The quarterly return information remains the same and will provide the following performance data:

- Capacity
- Availability
- Utilisation
- Throughput & Length of Stay
- Departures

From April 2010, all accommodation services, long and short term (including long term peripatetic services), are required to submit performance information using the workbooks. The first submission will be due in July 2010 for the 1st quarter of the year. The workbooks will be issued and returned electronically, initially by email and subsequently using SPOCC.net, as this application is rolled out.

Consideration is being given to the extension of the PI workbook to floating support services and the use of a further indicator for staffing. These potential additions are being evaluated with the providers piloting SPOCC.net. Providers will be notified promptly if further changes are to be implemented.

Performance Management

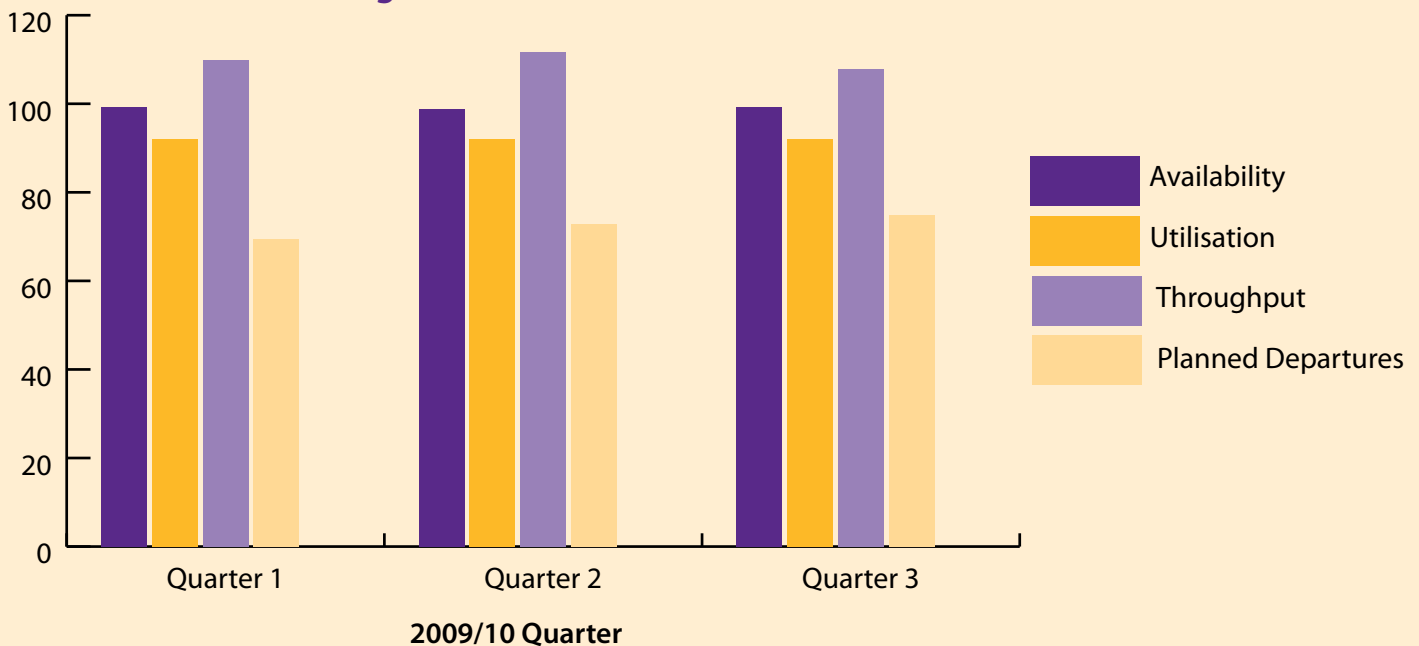
Performance information is an integral part of the contract management process, including managing the return of poor quality data or non returns and monitoring service performance against established targets. It is considered part of the overall risk management of services and is a standing agenda item at contract meetings.

Guidance and further information on the new arrangements for collecting PI information has been published on the SP section of the NIHE's website in April 2010.

If you have any further queries regarding the collection of PI data or if you experience any difficulties with the changes, please contact a member of the Modernising Services project team who will be able to help you.

Caroline Connor
 Modernising Services
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Average PI Values for All Services



New Services Opening in 2009-10

Princetown Road, Bangor



Jack Fails presents a bouquet to the Countess of Wessex

On 14th October 2009, tenants of the new Mencap scheme at Princetown Road, Bangor had the pleasure of welcoming HRH Countess of Wessex, Royal Patron of Mencap, to the official opening of their new supported living apartments for people with a learning disability.

During a tour of the accommodation Her Royal Highness had the opportunity to meet residents in their homes. Jack Fails, one of the tenants, presented flowers to the Royal guest and said 'I was very proud; the Countess was kind and friendly'. When asked about his support Jack said, 'It's different now but in a good way, I get support with the things I want and at times that suit me. I live in my own apartment but I choose who visits me and when'.

John McDowell, another tenant stated 'I enjoy having an apartment to myself, the privacy is great, staff only help me with the things I need help with' adding, 'Staff support me with shopping and banking. I like one to one support because that time is just for me'.

Princetown Road has glorious views of Bangor Marina. There are 11 apartments, comprising of 7 single and 4 double apartments, each consisting of a living room, dining and kitchen area, bedroom and an en-suite bathroom.

All apartments have under-floor heating, telephone points and are wired for broadband. The corridors and hallways have movement activated lighting.

Mencap provide staff 24/7 and deliver person centred support to each individual. The scheme is jointly managed in partnership with Oaklee Housing Association.

Princetown Road is aimed at adults diagnosed with a learning disability who request or need support

Applications to the scheme are normally through the local NIHE office.

Barry McMenamin
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Millburn Close, Castlereagh



Getting the key to the house at Millburn Close, Castlereagh

Millburn Close is a new, purpose built supported housing development for people with mental health problems. Located in the Knockbracken area of Castlereagh, the scheme is jointly funded by SP and the Belfast Health and Social Care Trust and was developed in a partnership with the Northern Ireland Association for Mental Health (NIAMH) the support service provider and Habinteg Housing Association.

Built as a replacement for and extension to the former Minnowburn scheme, the new scheme increases the capacity of the service from 11 to 20 units. The accommodation provided by the scheme is a mix of self contained bungalows and apartments all built to a high standard and located in a cul-de-sac setting. Garden fences were erected, lawns sown and some general landscaping undertaken (more is planned) prior to residents moving in, giving the development a settled and private appearance. In the short time since opening, Millburn Close has been proving very popular with its residents who moved into their new homes in November 2009, just in time for Christmas.

NIAMH staff are on hand 24 hours a day to provide advice, guidance, support and care at a level appropriate to the needs of the individuals living in Millburn Close.

On the 14th December 2009, NIAMH (who incidentally celebrated their 50th anniversary in 2009) hosted an open day at Millburn Close to mark the opening of the new service, officially welcome the residents to their homes and to say thank you to all those involved in the successful development of the service.

Donal Brereton
Supporting People
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Locke House, Thomas Street, Portadown



Locke House, Portadown

In November 2009 the first tenants started their planned move into their new accommodation at Locke House, Thomas Street, Portadown.

Locke House is a new supported housing scheme with 7 places for group living and 7 self-contained flats. The scheme was developed jointly by South Ulster Housing Association, the Southern Health and Social Care Trust (SHSCT) and Praxis Care Group for people with severe and enduring mental illness and a range of mental health needs.

The first tenants began moving in during November 2009. The group living places were occupied from the beginning of January 2010. All of the residents were supported by staff in preparing their accommodation before they moved in.

Some of the tenants in Locke House had previously spent many years in hospital. Now, with the support of staff in this new environment, a number of these individuals are benefiting from and making good progress towards achieving even greater levels of independence.

Service users, their families and visiting professionals are delighted with the quality of support received and the lifeline being provided to people that have had very limited housing choices up to now.

Roslyn Speers
Project Manager
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Working together: Exploring the potential for collaborative working in Northern Ireland

The idea of working together is not a new one in the SP sector. The very essence of the voluntary and community sector is based on individuals coming together to meet the needs of some of the most vulnerable in society. Many organisations have successfully developed because they have listened to their stakeholders and responded to changes in need. This has often involved informally networking with other similar providers in the sector.

Today, in a financially tight and complex funding environment, the policy agenda is promoting more structured collaboration as a useful tool to assist voluntary and community organisations in Northern Ireland to face these current demands. The sector has always been credited with being responsive and flexible to a changing environment. For this reason the sector is beginning to fully scrutinise the idea of collaborative working.



This year SP has supported the Council for the Homeless NI (CHNI) and NI Council for Voluntary Action (NICVA) to explore the potential of collaborative working further with SP providers.

CHNI and NICVA commenced this work by running two 'Options for Change' seminars in August 2009 and have been working with providers since then to examine any potential areas of collaborative working that could assist them to deliver high quality services within their current restrictions.

As part of the project NICVA have undertaken face to face interviews with 75 senior managers in 57 SP organisations in the West and North East areas. This has given a detailed insight of where providers feel they could benefit from more collaborative working. These include more opportunities to share best practice, training, policies and procedures, quality assurance, general administration, human resources, service delivery and potentially bank staff.

Detailed reports of NICVA's findings for the West and North East were launched at follow-up events held in November 2009 and March 2010 and work is now underway on a similar initiative in the South area.

The challenge now is to develop the infrastructure to make more collaborative working possible. It is hoped that through this process organisations can be offered practical advice and support if they wish to engage in any aspect of collaborative working.

If you have any ideas or proposals for a collaborative working project or wish to discuss potential support for such a project please contact Claire Crainey at claire.crainey@nihe.gov.uk or 028 90318906.

The NIHE's Older People Housing Policy Review and Action Plan 2008-2010

The Housing Executive developed the Older People Housing Action Plan 2008-2010 following consultation with a wide range of stakeholders on the housing and housing related issues for older people.

http://www.nihe.gov.uk/older_people_housing_policy_review_action_plan_2008-2010.pdf



Some of the main themes are highlighted below.

Demographic Trends

- The proportion of people aged 65 and over is projected to rise from 15.9% to 24.8% by 2041
- The number of people of current pensionable age is projected to increase by around 11% from 2008 to 2015 and 40% in the next 15 years i.e. from 296,000 in 2008 to 416,000 in 2023
- The sharpest increase will be in the numbers aged 85 and over
- Northern Ireland also has high levels of disability, particularly in the over 75 age band.

Establishing the Issues

- That older people are not a homogeneous group and current needs are not necessarily the same as those for people who are now approaching retirement

- The aspiration of older people to live independently at home or in home like environments for as long as possible and the need to provide help and support for them to do this
- The changing health profile of older people entails not only increasing life expectancy and greater independence for longer but for many there will be significant health and social care issues (for example, issues associated with the disaggregated nature of services and discharge from hospitals)
- Issues around the suitability of accommodation including adaptations, maintenance, isolation and finance.

The Action Plan

The Plan represents the start of a process for identifying the housing and housing related needs of older people.

The roll out of the Older People Research Programme is integral to the plan. The plan and completed reports can be accessed on the older people page of the NIHE website, http://www.nihe.gov.uk/index/sp_home/strategies/independent_living-2/older_people-2.htm

NIHE's Older People Research Programme

The aim of the Programme is to provide a comprehensive assessment of the current provision of housing for older people in Northern Ireland, determine the adequacy of this provision and identify what new accommodation models and housing related services are required in the future.

Completed research reports include 'A Strategic Review of the Housing and Housing Related Information Needs of Older People (NIHE 2008)' and 'Analysis of the Need and Demand for Retirement Villages in Northern Ireland (NIHE 2008)'.

Reports due for publication in 2010 include -

- Equity Release
- Electronic Assistive Technology (EAT)
- Home Improvement Agencies/Home Support Services
- Demographics/ Housing Needs of Older People and
- Barn Halt - A study.

Associated research around sheltered housing and housing for people with dementia will be commissioned later in 2010.

Housing Related Good Practice for Older People

We know there are many examples of housing related good practice for older people in Northern Ireland and SP would like to showcase what is going on in the sector.

Earlier in 2010, SP invited providers to submit examples of good practice in their services across a range of categories and themed areas. These will be considered by a SP panel and a selection will be collated for publication later this year.

Joan Finn
Strategic Partnerships
joan.finn@nihe.gov.uk

Provider Benchmarking Update

In the last edition of Spotlight SP announced an extension of the funding for NI providers to participate in the Sitra provider benchmarking. The exercise has now been running for five years and gives participants key, anonymised comparisons on financial, performance, quality and user satisfaction issues. Confidential, user-friendly reports are produced on the performance of the service compared to a group of up to 25 other services selected from the other submissions to be as like-for-like as possible.

This year 27 providers from NI participated in the exercise, submitting 191 services. Participants were all sent their individual comparator reports in early December and Sitra have recently produced an overview report of the 2009 submissions. This is summarised below.

For the 2009 exercise a total of 1,529 services were submitted for comparison; 1,338 in England and 191 in NI. In total these services are in receipt of some £184 million of SP income (£163 million in England and over £21million or a third of the overall SP budget in NI). Further details are shown in Table 1.

The report compares 'total support income' in terms of SP support and other joint funding income. On the surface, the English services appear more dependent on SP income than in NI. However, closer inspection suggests that this is as much to do with a different balance of services submitted in the two countries as it is with different funding patterns. Services for certain client groups – especially people with learning



Table 1

Region	Services	Units	SP income	Joint funding income	Total support income	SP as % of total income
England	1,338	51,118	£163,013,049	£6,524,826	£169,537,875	96%
NI	191	6,059	£21,209,436	£6,079,394	£27,288,830	78%
Grand Total	1,529	57,177	£184,222,485	£12,604,220	£196,826,705	94%

Table 2

Region	No. of Services	No. of units	Total Support hrs provided p.a	FTE p.a*	Av. Support hrs provided per unit per week
England	1,338	51,118	8,484,229	5,339	3.19
NI	191	6,059	1,786,795	1,124	5.67
Grand Total	1,529	57,177	10,271,024	6,463	3.45

* FTE calculated assuming 35 hr week, 8 days bank holiday and 5 weeks leave

difficulties or mental health problems – are far more likely to attract non-SP funding, from, for example Adult Social Care in both countries when compared to other client groups. Such services constituted a significantly higher proportion of all submitted services in NI than in England. If these two groups are excluded, there are few differences in the pattern of support funding sources on either side of the Irish Sea.

The submitted services deployed almost £200 million of public expenditure on their support activities which purchased almost 10.3 million hours of support, equivalent to employing around 6,400 full time staff. Further details are provided in Table 2.

The report outlines average costs by:

- Different service types (e.g. direct access, floating support, supported housing, sheltered housing etc) primary client group
- Cover arrangements (e.g. 5 day a week cover with/ without on call; 24 hr cover with waking staff; 24 hr cover with sleep-in staff etc).

In terms of average total costs for different service types the NI averages are broadly in line with the overall equivalents. One interesting point is that the staff cost element for NI services averages as only 54% of total costs as opposed to 65% of total costs for all services submitted.

The benchmarking service also deals with the issue of quality. This is measured by reference to the particular QAF scores of each service. QAF averages are calculated by awarding points for each score against the 6 QAF core objectives.

In terms of quality the average QAF score for all services submitted in NI was 62% in comparison to 66% for all participating services.

There are 2 key performance indicators for SP:

- KPI 1 – helping people maintain their independence and
- KPI 2 – planned moves.

For the NI services submitted the average score for KPI1 was 87% (compared to 94% for all services) and 70% for planned departures (compared to 72% for all services submitted).

Copies of the summary benchmarking report are available. SP would welcome your feedback on the benchmarking exercise in determining the value of funding participation in the exercise next year. If you have any comments on the exercise, or wish to receive a copy of the summary report please contact Claire Crainey on 028 90318906 or email claire.crainey@nihe.gov.uk

Meet the Teams - South East Area Team Who Are We?



The South Eastern Team is one of five area teams set up in April 2008 as part of the restructuring of SP and comprises Donal Brereton (Lead Officer) and Sharon Stuart. Donal and Sharon both have a range of housing experience and have been part of the wider SP team for the last four years.

The Team covers the equivalent of the Housing Executive's South East Area including the Lisburn, Bangor, Newtownards, Downpatrick and Castlereagh areas. This includes the same geographical area as that covered by the South Eastern Health and Social Care Trust with some overlaps into the Belfast Trust area.

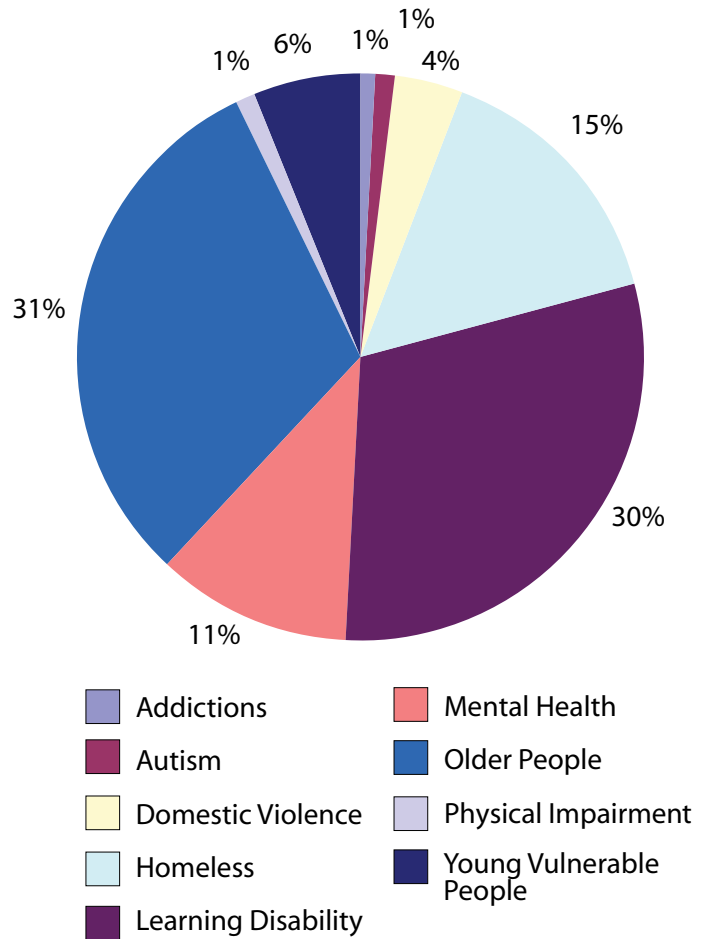
Within the South East area there are 46 providers delivering 200 services to around 4,500 people annually. The South East Area accounts for approximately £12m representing 19% of the overall SP budget.

You can contact the team at:

Donal Brereton
donal.brereton@nihe.gov.uk
 (028) 90318801

Sharon Stuart
sharon.stuart@nihe.gov.uk
 (028) 90318495

SP Funding by Client Group



Identification of Need / Priorities

The South East Team is represented on the Eastern Area SP Partnership (EASPP) which is coterminous with the former Eastern Health and Social Services Board area. The team also sits on the South Eastern SP Forum along with representatives from the Trust and the Housing Executive.

What's New

A number of pipeline schemes have opened in recent years including two which are featured in this edition of Spotlight- Princetown Road, Bangor and Millburn Close, Castlereagh.

The team continues to work with its partners to develop other projects to meet strategic priorities and the needs of vulnerable people.

The South East area was the fourth of the five SP areas to implement the new Contract Management arrangements in autumn 2009 following the Stakeholder event in the La Mon House Hotel in September.

Update

– Who's Who in the SP team?

The team falls under the responsibility of Colm McQuillan, Assistant Director of Corporate Services and is headed by Brian O'Kane, Senior Principal Officer.

Both can be contacted by email:

colm.mcquillan@nihe.gov.uk

brian.okane@nihe.gov.uk

Or you can contact Alisha Dempster at alisha.dempster@nihe.gov.uk or (028) 9031 8427

The remaining staff in the team are organised into the following main areas of business:

5 Area Teams:

- Responsible for liaising with providers in their area
- The application of the contract management framework
- Overseeing service performance
- Sitting on a range of locally based steering and decision making groups, including Area SP Partnerships.

The team members in each area are:

Belfast Area Team

Lead Officers:

Liam O'Hanlon - liam.ohanlon@nihe.gov.uk

(028) 9031 8381

Sinead Twomey - sinead.twomey@nihe.gov.uk

(028) 9031 8568

- Rory McDonnell - rory.mcdonnell@nihe.gov.uk
(028) 9031 8401
- Marion Fisher - marion.fisher@nihe.gov.uk
(028) 9031 8411

South East Area Team

Lead Officer:

Donal Brereton - donal.brereton@nihe.gov.uk

(028) 9031 8801

- Sharon Stuart - sharon.stuart@nihe.gov.uk
(028) 9031 8495

South Area Team

Lead Officer:

Eamon Mullan - eamon.mullan@nihe.gov.uk

(028) 9031 8749

- Joe Quinn - joe.quinn@nihe.gov.uk
(028) 9031 8513

North East Area Team

Lead Officer:

Pamela Stevenson - pamela.stevenson@nihe.gov.uk

(028) 90318881

- Angela McLaughlin - angela.mclaughlin@nihe.gov.uk
(028) 9031 8876

West Area Team

Lead Officer:

Louise Clarke - louise.clarke@nihe.gov.uk

(028) 9031 8790

- Colin McCloy - colin.mccloy@nihe.gov.uk
(028) 9031 8405

The Policy and Strategy Team is responsible for the delivery of the SP strategy and policy framework, including

- The administration of the SP Commissioning Body
- representing SP within a number of multi-agency groups
- Liaison with SP umbrella groups/representative bodies.

The team members are:

Julie Alexander - julie.alexander@nihe.gov.uk

(028) 9031 8819

Claire Crainey - claire.crainey@nihe.gov.uk

(028) 9031 8906

The Administration Team is responsible for the administration activity associated with the programme including

- Receipt of contract management returns from providers
- Administrative support for meetings
- Recording of all correspondence.

The team members are:

Principal Officer:

Enid McMurray - enid.mcmurray@nihe.gov.uk
(028) 9031 8779

- Richard Begley - richard.begley@nihe.gov.uk
(028) 90 318900
- Rosemary Owens - rosemary.owens@nihe.gov.uk
(028) 9031 8406
- Audrey Ritchie - audrey.ritchie@nihe.gov.uk
(028) 90318425
- Fionnuala McArdle - fionnuala.mcardle@nihe.gov.uk
(028) 9031 8758
- Vincent Leonard - vincent.leonard@nihe.gov.uk
(028) 9031 8414
- Conor Loughran - conor.loughran@nihe.gov.uk
(028) 90 318214

The Contracting & Payments Team is responsible for the processing of SP period payments and issuing of funding agreements.

The team members are:

Principal Officer:

Stephen Osborne - stephen.osborne@nihe.gov.uk
(028) 9031 8776

- Evelyn Jamison - evelyn.jamison@nihe.gov.uk
(028) 9031 8415
- Eamonn Marley - eamonn.marley@nihe.gov.uk
(028) 9031 8486

Administrator for providers A-K:

- Darren Stockdale - darren.stockdale@nihe.gov.uk
(028) 90318692

Administrator for providers L-Z:

- Aidan McGrath - aidan.mcgrath@nihe.gov.uk
(028) 9031 8013

General Administration:

- Jonathan Rankin - jonathan.rankin@nihe.gov.uk
(028) 9031 8487

The Finance Team is responsible for ensuring the best use is made of SP resources for new and legacy SP services, through accreditation, value for money analysis and budget monitoring.

The team members are:

Financial Accountant

- John Graham - john.graham@nihe.gov.uk
(028) 9031 8877

Budget Monitoring & Value for Money

- John Bond - john.bond2@nihe.gov.uk
(028) 9031 8878

Accreditation & Value for Money

- Nick McGrath - nicholas.mcgrath@nihe.gov.uk
(028) 9031 8879

The Modernising Services Project Team

is responsible for identifying and implementing new ICT systems and improved business processes.

The team members are:

Project Manager:

Caroline Connor - caroline.connor@nihe.gov.uk
(028) 9031 8402

- Helen Irvine - helen.irvine@nihe.gov.uk
(028) 9031 8408
- James Taylor - james.taylor@nihe.gov.uk
(028) 9031 8820
- David Mayne - david.mayne@nihe.gov.uk
(028) 9031 800

How to contact the SP Team

If you know the team member you wish to contact, the direct contact details for the individual members of the team are provided above. Alternatively you can write to the SP team at:

Supporting People
The Housing Centre
2 Adelaide Street
Belfast
BT2 8PB

Or email us at supportingpeople@nihe.gov.uk

Glossary of Terms

Accreditation:

A process for assessing the viability and competence of an organisation and formally recognising their ability to provide housing support services

ASPP:

Area SP Partnership – There are 4 ASPPs which correspond to the Health Trust Areas. Membership consists of representatives from the Housing Executive, NI Probation Board, Health Trusts and the Health & Social Care Board. ASPPs are responsible for agreeing priorities, in their respective localities, to inform the commissioning of new supported housing and support services, in light of emerging strategic objectives, and for identifying unmet housing support needs in their area. e.g. (EASPP – Eastern Area SP Partnership)

CPR:

Contract Performance Return. Pro-forma currently used by providers to return quarterly service performance information to SP

CSR:

The Comprehensive Spending Review is a complete reassessment of the government's spending priorities and sets firm and fixed 3 year spending plans

HouseMark:

The Social Housing sector's leading provider for performance improvement services in England which aims to help social housing providers to improve performance and achieve value for money

www.housemark.co.uk

ICT:

Information and Communications Technology

National Housing Federation:

Body representing more than 1200 independent not-for-profit housing associations in England. They provide support and promote the work of housing associations and campaign for better housing and neighbourhoods

www.housing.org.uk

NIHE:

Northern Ireland Housing Executive

PI:

Performance Indicator. A particular value or characteristic used to measure output or outcome. For SP, performance indicators have been developed to

measure the effectiveness and efficiency of services. Returns against these PIs are made on a quarterly basis

Provider:

Organisations or sole operators who are contracted by the SP team to provide a housing related support service

PSOCC:

The provider system developed by OCC which provides ICT integration for housing support and care management

QAF:

Quality Assessment Framework. This framework defines quality standards against which providers carry out a self assessment of their services. This self assessment is then validated by SP to ensure services meet minimum standards

QAF2:

Refreshed version of the QAF introduced in England in April 2009

RQIA:

RQIA is the independent body responsible for monitoring and inspecting the availability and quality of health and social care services in Northern Ireland and encouraging improvements in the quality of those services

SITRA:

An umbrella organisation for the housing, care and support sector and is the leading provider of training within the sector. (www.sitra.org)

SP:

Supporting People

SPOCC:

The core ICT system used by the NIHE as the administrators of the SP programme which enables the ongoing administration including the processing of payments to providers, maintenance of funding agreements, performance monitoring and contract management

SPOCC.net:

An ICT system which will provide a secure online link for data access and exchange between providers and the SP team



SP Website Updates

Check out the SP section of the NIHE website at www.nihe.gov.uk where you can find the latest news in our 'What's New' section.

Over the coming months, the following will be available:

- Guidance for PI workbooks
- Updated Contract Management briefing paper
- Results of the Provider Satisfaction Survey
- Details of QAF2 Implementation
- Details of SPOCC.net training
- The next issue of the SP Spotlight

For the next Issue of the SP Spotlight

Are you a provider and would you like your service to feature in the next issue of the SP Spotlight?

Do you have any suggestions for articles in future issues?

Please let us know what you think of the SP Spotlight and how it can be improved.

Contact

Joan Finn

joan.finn@nihe.gov.uk

Or email:

supportingpeople@nihe.gov.uk

If you know the team member you wish to contact, please use the direct contact details that are provided in this newsletter or on our website. Alternatively you can write to the SP team at:

Supporting People
The Housing Centre
2 Adelaide Street
Belfast
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